

**11—10.7(8A) Powers and duties of customer council.**

**10.7(1) *Approval of business plans.*** The customer council shall, on an annual basis, review and recommend action on business plans submitted by the department for performance of the services the customer council oversees. Business plans shall include levels of service, service options, investment plans, and other information.

**10.7(2) *Complaint resolution.*** The customer council shall approve the internal procedure for resolution of complaints concerning the utility services provided by DAS. The procedure shall include, at a minimum, the following provisions:

- a.* A definition of “complaint,” which shall convey that this resolution process does not take the place of any other formal complaint, grievance or appeal process required by statute or rule.
- b.* A designation of one or more employees responsible for receiving and recording complaints.
- c.* Receipt and resolution of complaints by the area of the department providing the service.
- d.* Standards for prompt complaint resolution.
- e.* Provisions to aggregate, analyze and communicate issues and outcomes in a manner that contributes to overall organizational improvement.
- f.* Identification of the director’s decision as the final step in the process.

**10.7(3) *Rate setting.*** The customer council shall approve the procedure for setting rates for the services that the customer council oversees and the resulting rates. Rates shall be established no later than September 1 of the year preceding the rate change. Established rates may be amended after September 1 upon recommendation by the department and affirmative vote by the appropriate customer council.

**10.7(4) *Biennial review.*** Every two years the appropriate customer council shall review the decision made by the department that DAS be the sole provider of a service and make recommendations regarding that decision.